

The claims standing for examination are listed below with appropriate status indication and amendments shown.

Cancel claims 1-20.

1-20 (cancelled)

21. (New) A method for assigning tasks to agents in a service center based on agent skills required to service individual tasks, comprising the steps of:

- (a) in response to a task being prepared for service, determining a skill set that would be best suited for responding to the task;
- (b) building a resume table of available agents, wherein the resume table is organized by skill sets that includes all skills possessed by the agents;
- (c) determining from the resume table of available agents all agents with best match to service the task; and
- (d) selecting an agent to service the task from the agents determined in step (c).

22. (New) The method of claim 21 wherein step (d) further comprises selecting an agent with a minimum qualification level from among the agents determined in step (c).

23. (New) Apparatus for assigning tasks to agents in a service center based on agent skills required to service individual tasks, comprising;

- means for determining a skill set that is best suited for responding to a task being prepared for servicing;
- means for building a resume table of available agents, wherein the resume table is organized by skill sets that includes all skills possessed by the agents;

means for determining from the resume table of available agents all agents with a best match to the best suited skill set to service the task being prepared for servicing; and

means for selecting an agent to service the task from the agents determined to have the best match for the skills to service the task.

24. (New) The apparatus of claim 23 wherein the selecting means further comprises means for selecting an agent with a minimum qualification level from among the agents determined to have the best match for the skills to service the task.

25. (New) Computer program code embodied in a storage medium for controlling a computer to assign tasks to agents in a service center based on agent skills required to service individual tasks, the program code comprising:

a first code segment for determining a skill set that is best suited for responding to a task being prepared for servicing;

a second code set for building a resume table of available agents, wherein the resume table is organized by skill sets that includes all skills possessed by the agents;

a third code set for determining from the resume table of available agents all agents with best match to the skill set best suited to service the task being prepared for servicing; and

a fourth code set for selecting an agent to service the task from the agents determined to have the best match for the skills to service the task.

26. (New) The program code of claim 25 wherein the fourth code segment further comprises a code segment for selecting an agent with a minimum qualification level from the agents determined to have the best match for the skills to service the task.

27. (New) Program code embodied in a carrier wave for controlling a computer to assign tasks to agents in a service center based on agent skills required to service individual tasks, the program code comprising;

a first code segment for determining a skill set that is best suited for responding to a task being prepared for servicing;

a second code set for building a resume table of available agents, wherein the resume table is organized by skill sets that includes all skills possessed by the agents;

a third code set for determining from the resume table of available agents all agents with best match to the skill set best suited to service the task being prepared for servicing; and

a fourth code set for selecting an agent to service the task from the agents determined to have the best match for the skills to service the task.

28. (New) The program code of claim 27 wherein the fourth code segment further comprises a code segment for selecting an agent with a minimum qualification level from the agents determined to have the best match for the skills to service the task.